STATE OF ALABAMA
DEPARTMENT OF INDUSTRIAL RELATIONS— FY10 IT STRATEGIC PLAN WORKSHEET

IS MISSION
To provide the Department of Industrial Relations (DIR) with the information services and technology needed to fulfill its mission and goals

IS VISION
To consistently provide high quality and innovative information services to meet DIR's current and future needs

VALUES

Integrity
We will always represent the highest levels of honesty, openness, and competence

Accountability
We are stewards of our clients' trust and are solely responsible for our division's services and actions

Teamwork
We work together in an environment of cooperation and mutual respect to achieve the mission of DIR

Innovation
We will provide creative and proactive solutions to our clients' information needs

STAKEHOLDERS
(Expectations)

Customers
- DIR staff and employees
- Employers
- Those seeking employment

Expectations
➢ *Online access*
➢ *New technology*
➢ *Innovation*
➢ *Dependable, reliable, and secure systems*
➢ *Timely, responsive, and accurate services and data*

➢ *User-friendly information systems and applications*
➢ *Proactive advice and recommendations on user information technology needs*
➢ *Maintain knowledge and expertise currency*

Leaders
- DIR Leadership Team
- Department of Labor

Expectations
➢ *Meet mandated and compliance requirements*
➢ *Dependable, reliable, and secure data and systems*
➢ *Innovation*
➢ *Flexibility*

Partners
- Federal agencies (e.g., DOL, IRS, Social Security)
- Financial institutions
- Vendors
- General Public, including Community Based Organizations (CBOs)
- Other government agencies
- Other States' agencies

Expectations
➢ *Meet mandated and compliance requirements*
➢ *Dependable, reliable, and secure systems*

KEY GOALS

G1: *Fully Automated Applications -* Employer filed claims and forms full circle fully automated by 2010

G2: *Disaster Recovery System – UC -* Full Disaster Recovery for UC capability developed, tested and in place by FYE 2010.

G3: *Electronic Transactions* - Increase the share of electronic transactions by users to 50% of UC claims transactions and 100% of UC employer tax reports by FY10.

WORKLOAD MEASURES
W1: # applications supported
W2: # computer systems supported
W3: # applications developed
W4: # production tasks

STRENGTHS
- IS Leadership
- Dedicated staff
- Knowledgeable users
- Partnership with users to determine information technology needs
- Expanded wide-area network

WEAKNESSES
- Lack of dedicated IS budget
- Lack of depth in staff expertise
- Lack of comprehensive systems documentation

OPPORTUNITIES
- Availability of no-cost systems developed with DOL funding
- Supplemental federal project funding (based on historical trends)
- Availability of local training and assistance

THREATS
- Decreased federal funding
- Inconsistent State support for enhancement legislation
- Increased need for effective and reliable information security measures
- Vendor changes that render applications unsupportable

- Impact of potential changes in administration policies on IS priorities and agency responsibilities

CRITICAL ISSUES

INTERNAL

IC1: Staff Expertise - Lack of depth in staff expertise needed to support new platforms while maintaining current systems

EXTERNAL

EC1: DOL Funding - With the help of the Director and DOL data, need to position DIR to acquire systems developed with DOL funding to support proposed system replacements

EC2: External decisions- External decisions about funding, staffing, compensation, and systems decisions

KEY GOALS, OBJECTIVES AND STRATEGIES

G1: **Fully Automated Applications**: Employer filed claims and forms full circle fully automated by 2010

OBJ1: Forms Full Circle: 50% of employers using online forms (241, Ben8's,8a's) by FYE 2010.
  S1: Identify Process/Forms
  A. Identify forms (M.P 9/08)
  B. Develop e-versions of forms (M.J 12/09)
  C. Modify, put forms on web (M.P 6/10)

  S2: Programming
  A. Develop work flows (M.J, J.T 3/10)
  B. Create mainframe from sections (M.J, J.T 3/10)
  C. Change code for e-forms(M.J, J.T 3/10)

  S3: Notify employers and train

A. Mass mail, notify, promote use by employers (M.J 6/10)
B. Train DIR people to work the work flows(J.T 3/10)
C. Promote (force) use (M.P 6/10) ; rule change(M.P 3/10)

OBJ2: Employer Filed Claims: 80% of employer filed claims electronic by 2010.
  S1: Programming work (J.T 3/10)
  A. Develop application
  B. Complete the "back end" work

  S2: Promote & educate (J.T 3/10)
  A. Identify employers who file electronically versus not

  S3: Enact rule change (M.P 6/10)

G2: **Disaster Recovery System** - UC: Full Disaster Recovery for UC capability developed, tested and in place by FYE 2010.

OBJ1: All UC people and critical systems Disaster Recovery made by FYE 2010
  S1: Develop plan
  A. Develop Disaster Recovery plan(R.Z 6/09)
  B. People to 1) get site working 2) do work (R.Z 6/09)

  S2: Hardware and Software
  A. Equipment (T.M,C.W 9/09)
  B. Get site(s) (T.M,C.W 9/09)
  C. Get backup data (system) (P.L 9/09)
  D. Make connections (C.W 9/09)

  S3: Train and test (P.L 9/10)

G3: **Electronic Transactions** - Increase the share of electronic transactions by users.
  OBJ1: 50% of UC claims electronic by 2010

S1: Education (M.J, N.P 2/09)
S2: Career Center (education) (M.J 2/09)
S3: Educate employers about benefit (M.J, N.P 2/09)
S4: Ongoing education & promotion (M.J 9/10 and beyond)

OBJ2: 100% of UC employer tax reports electronic by 2010.
  S1: Develop IVR (C.W 2/09)
  S2: Change rules (L.N 4/09)
  S3: Notify & educate employers & staff (on web) (L.N 4/09)